

PRACTICE SURVEY 2019/20

BACKGROUND INFORMATION

What age bracket do you belong to?:	Under 16	16-24	25-50	51-75	75+	Not Stated
	5%	8%	37%	32%	16%	2%
How many times have you visited the surgery in the past year?	Never	1-2 times	3-5 times	6-10 times	More than 10	Not stated
	3%	24%	30%	25%	15%	3%
Are you a carer? * See note below	Yes		No		Not stated	
	11%		78.5%		10.5%	

METHODS OF COMMUNICATION WITH PATIENTS

We operate a same day access service for patients requiring advice or treatment via a NP or GP. Do you find this service useful?	Yes		No		Not stated
	80%		14%		6%
You can request medications + book appointments on-line Are you registered to use online services?	Yes		No		Unsure
	40%		52%		8%
Did you know we can invite you for any regular reviews and remind you of nurse appointments via text message?	Yes		No		Not stated
	72.5%		20.5%		7%
How do you like to be informed about new services or changes to existing services?	Email	Text	Promotional Material in surgery	Website	Not stated
	27%	69%	5%	3%	10%
Would you be interested in joining our patient reference group? if yes please ask for a form at reception.	Yes		No		Not stated
	12%		75%		13%

DEVELOPING SERVICES

How helpful do you generally find our Reception staff?	Very	Fairly	Not Very	Not at all	Not stated
	61.5%	28.5%	6%	3%	1%
How helpful do you generally find our Nursing staff?	Very	Fairly	Not Very	Not at all	Not stated
	79.5%	14%	1.5%	3.5%	1.5%
How helpful do you find our Doctors?	Very	Fairly	Not Very	Not at all	Not stated
	71%	19%	2%	3%	5%
How helpful do you find our Nurse Practitioners?	Very	Fairly	Not Very	Not at all	Not stated
	75%	17%	2%	2%	4%
How easy do you find it to speak or access a clinician for advice?	Very	Fairly	Not Very	Not at all	Not stated
	57%	27%	10%	4%	4%

OPENING HOURS

Are you happy with the opening hours of the surgery?	Yes	No	Not sure	Not stated	
	83%	6%	7%	4%	
Our extended hours are: Wed 7.00 am to 6.00 pm Thu 7.00 am to 7.30 pm Are you happy with these times?	Very Happy	Fairly Happy	Not very Happy	Not at all Happy	Not stated
	72%	21%	2%	1.5%	3.5%
Would you recommend this surgery to someone who has just moved into your local area?	Yes		No		Not stated
	84.5%		10.5%		5%

- We are in the process of developing a Carers Support Group. If you would be interested in joining please let us know your details.
- If you would like to leave any comments please let us know overleaf – thank you.